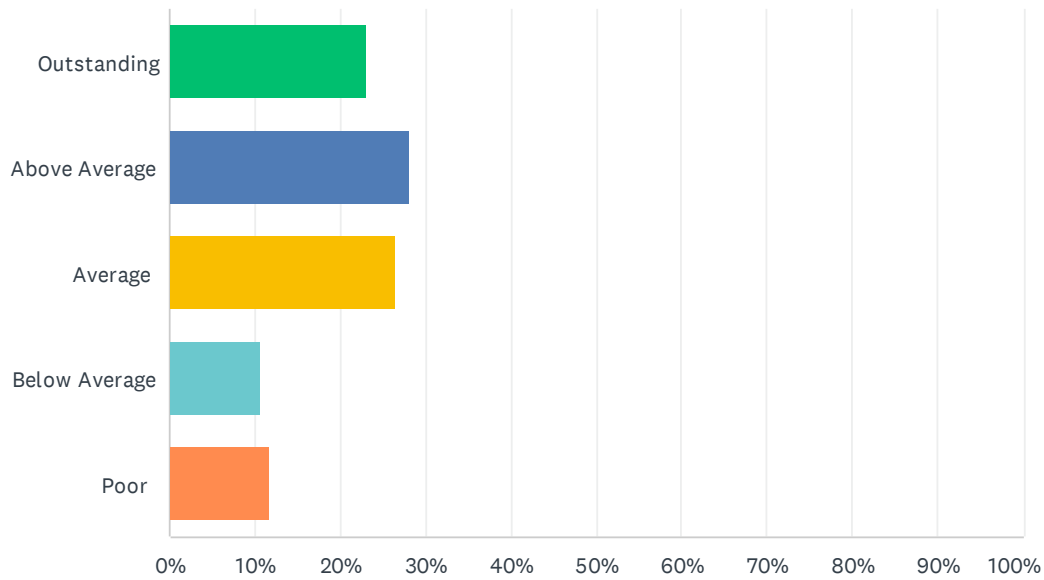


Q1 How would you rate your overall experience today?

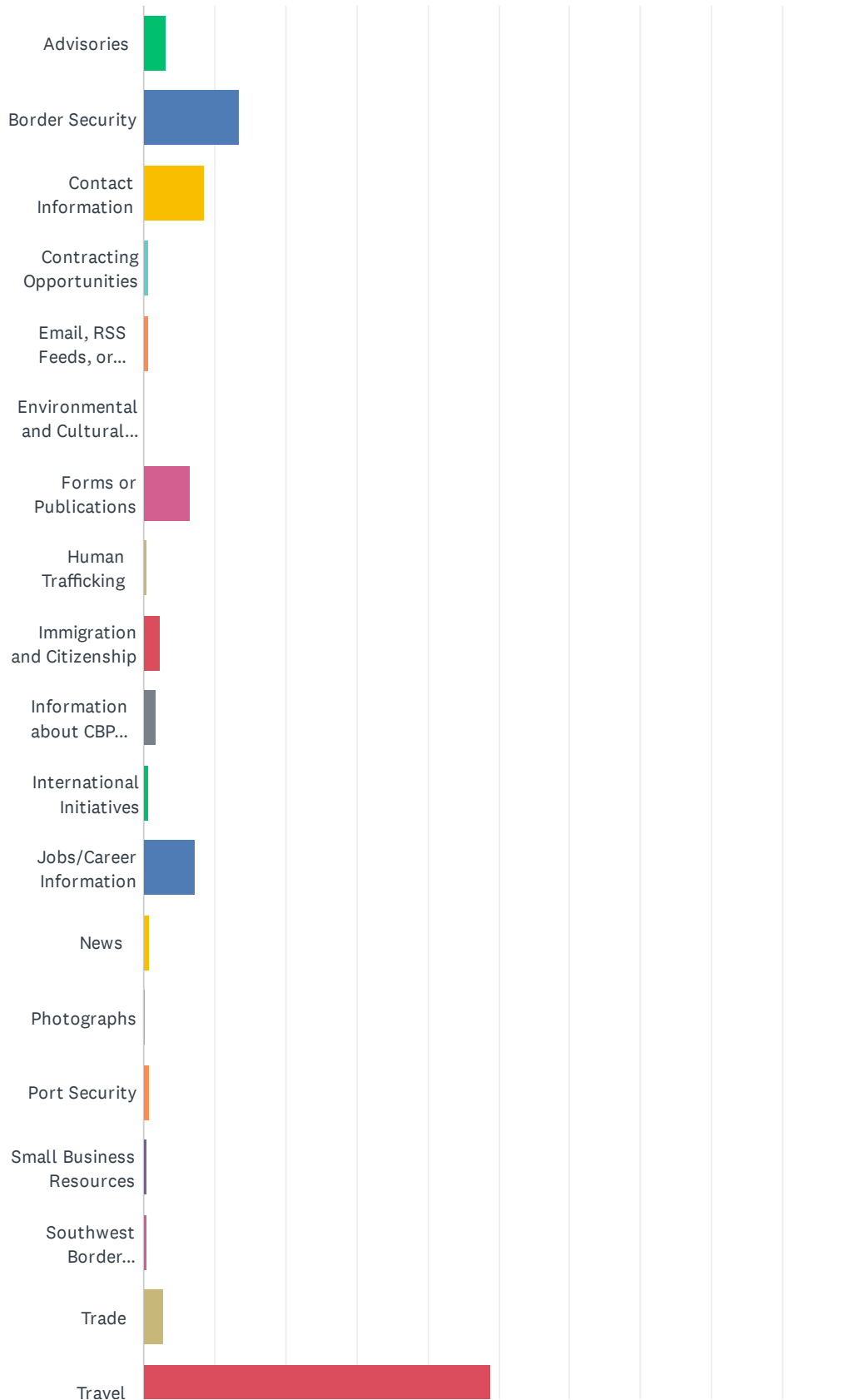
Answered: 5,585 Skipped: 0



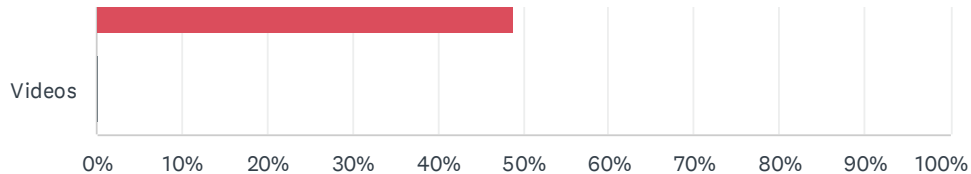
ANSWER CHOICES	RESPONSES	
Outstanding	23.04%	1,287
Above Average	28.16%	1,573
Average	26.48%	1,479
Below Average	10.56%	590
Poor	11.75%	656
TOTAL		5,585

Q2 What information were you looking for today?

Answered: 5,585 Skipped: 0



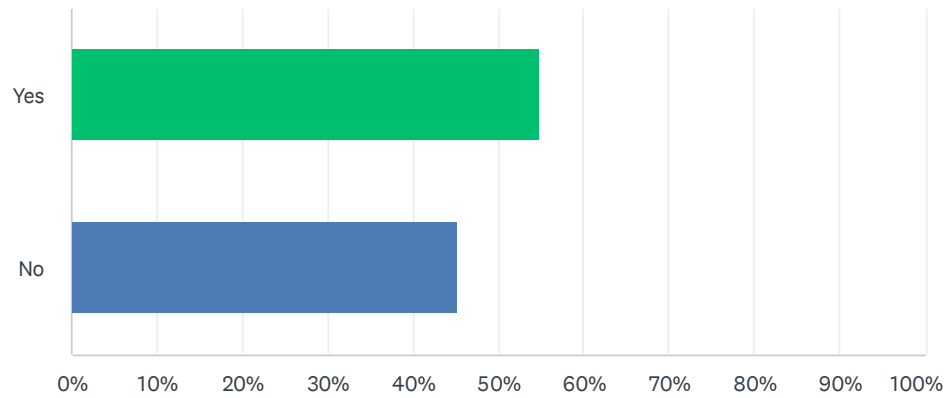
Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	3.12%	174
Border Security	13.34%	745
Contact Information	8.59%	480
Contracting Opportunities	0.64%	36
Email, RSS Feeds, or Subscription Services	0.73%	41
Environmental and Cultural Stewardship	0.05%	3
Forms or Publications	6.64%	371
Human Trafficking	0.43%	24
Immigration and Citizenship	2.42%	135
Information about CBP (leadership, history, etc.)	1.77%	99
International Initiatives	0.66%	37
Jobs/Career Information	7.16%	400
News	0.82%	46
Photographs	0.16%	9
Port Security	0.79%	44
Small Business Resources	0.48%	27
Southwest Border Unaccompanied Alien Children/Family Unit	0.36%	20
Trade	2.67%	149
Travel	48.88%	2,730
Videos	0.27%	15
TOTAL		5,585

Q3 Were you able to complete the purpose of your visit?

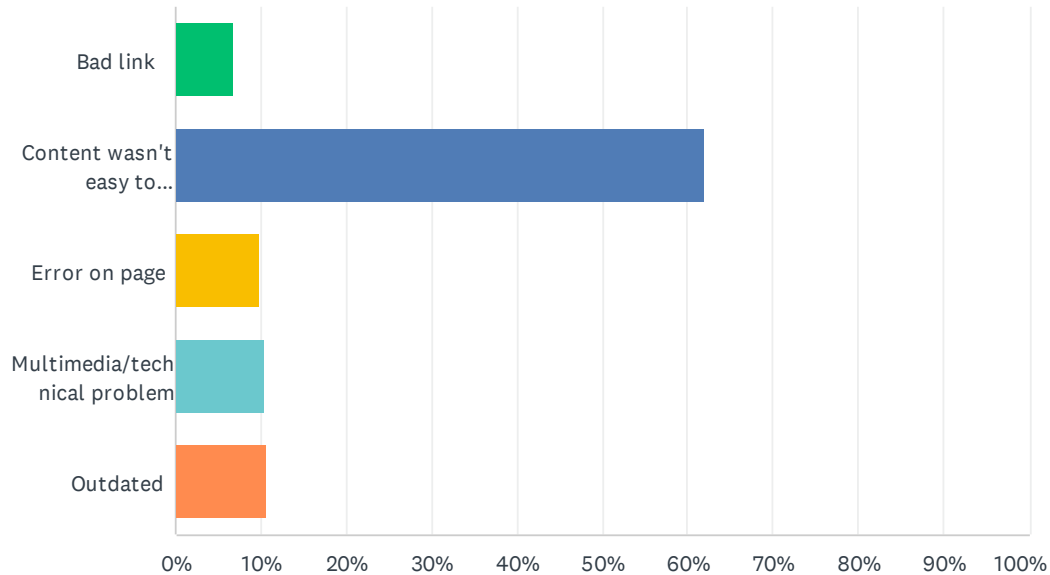
Answered: 5,585 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	54.81%	3,061
No	45.19%	2,524
TOTAL		5,585

Q4 If you answered "No" to question 3, please select the option that best describes your difficulty.

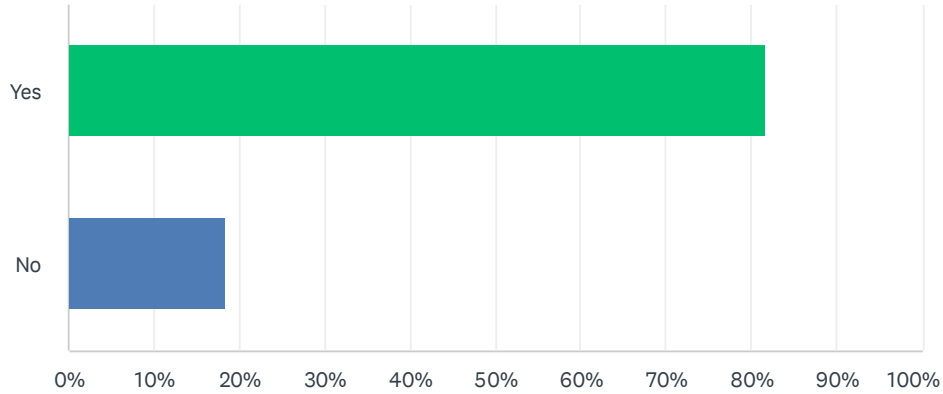
Answered: 2,522 Skipped: 3,063



ANSWER CHOICES	RESPONSES	
Bad link	6.90%	174
Content wasn't easy to understand	62.09%	1,566
Error on page	9.75%	246
Multimedia/technical problem	10.51%	265
Outdated	10.75%	271
TOTAL		2,522

Q5 Would you still return to this website if you could get this information or service from another source?

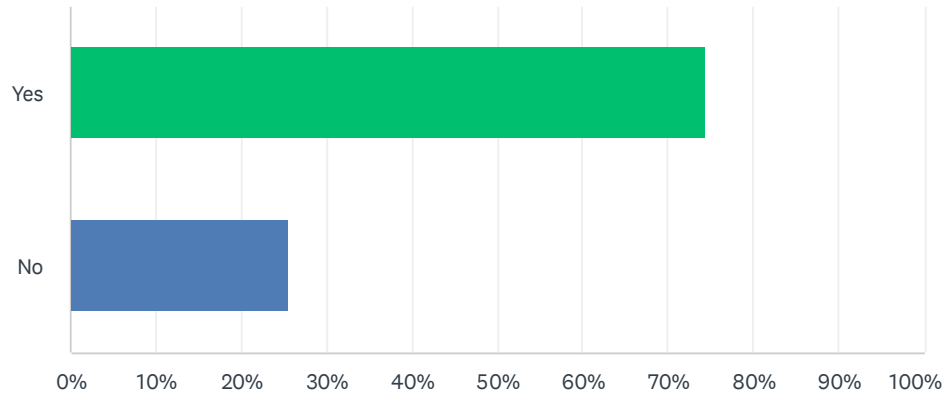
Answered: 5,585 Skipped: 0



ANSWER CHOICES		RESPONSES	
Yes		81.67%	4,561
No		18.33%	1,024
TOTAL			5,585

Q6 Will you recommend this website if you could get this information or service from another source?

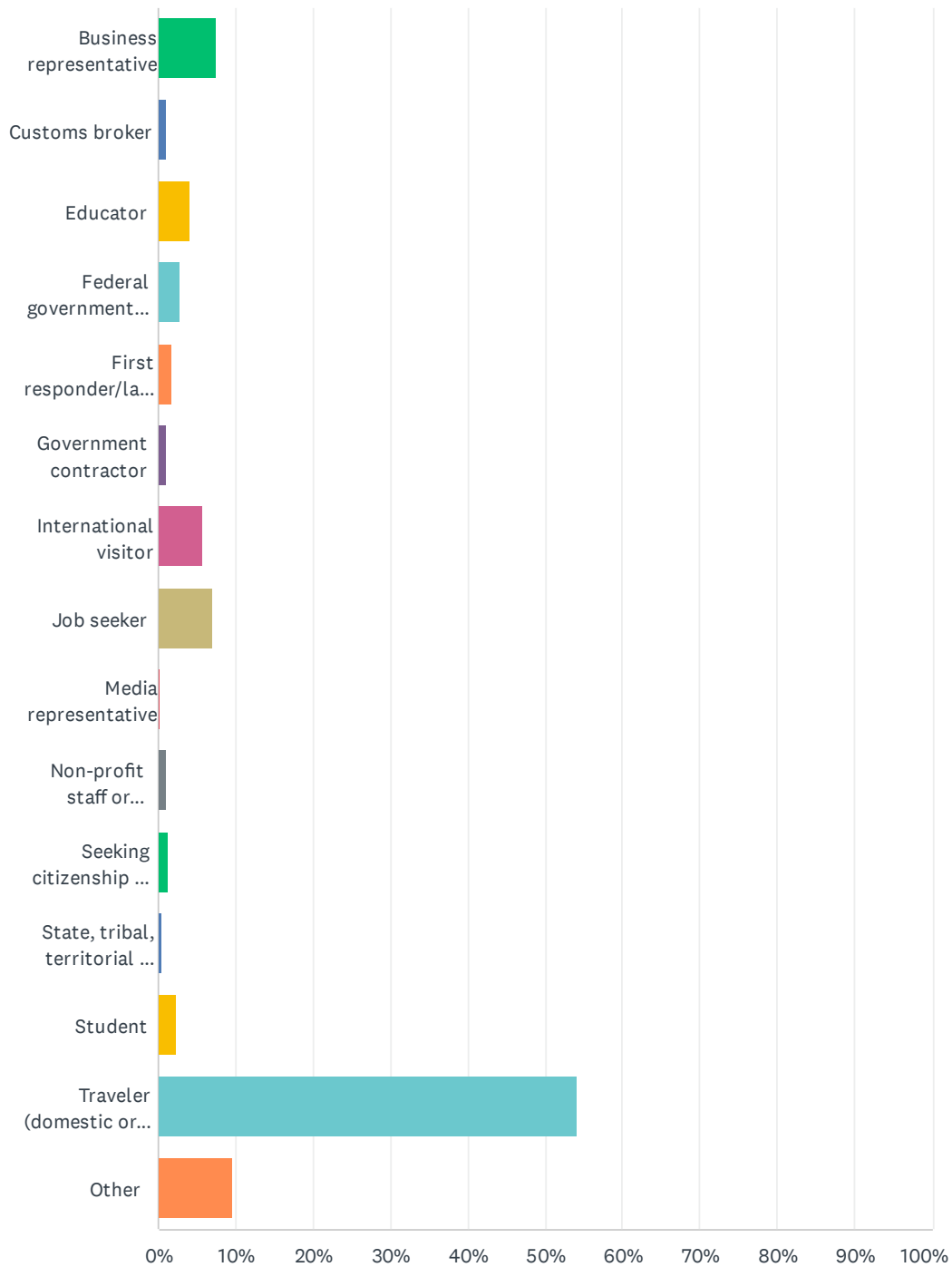
Answered: 5,585 Skipped: 0



ANSWER CHOICES		RESPONSES	
Yes		74.34%	4,152
No		25.66%	1,433
TOTAL			5,585

Q7 Which of the following best describes you?

Answered: 5,585 Skipped: 0

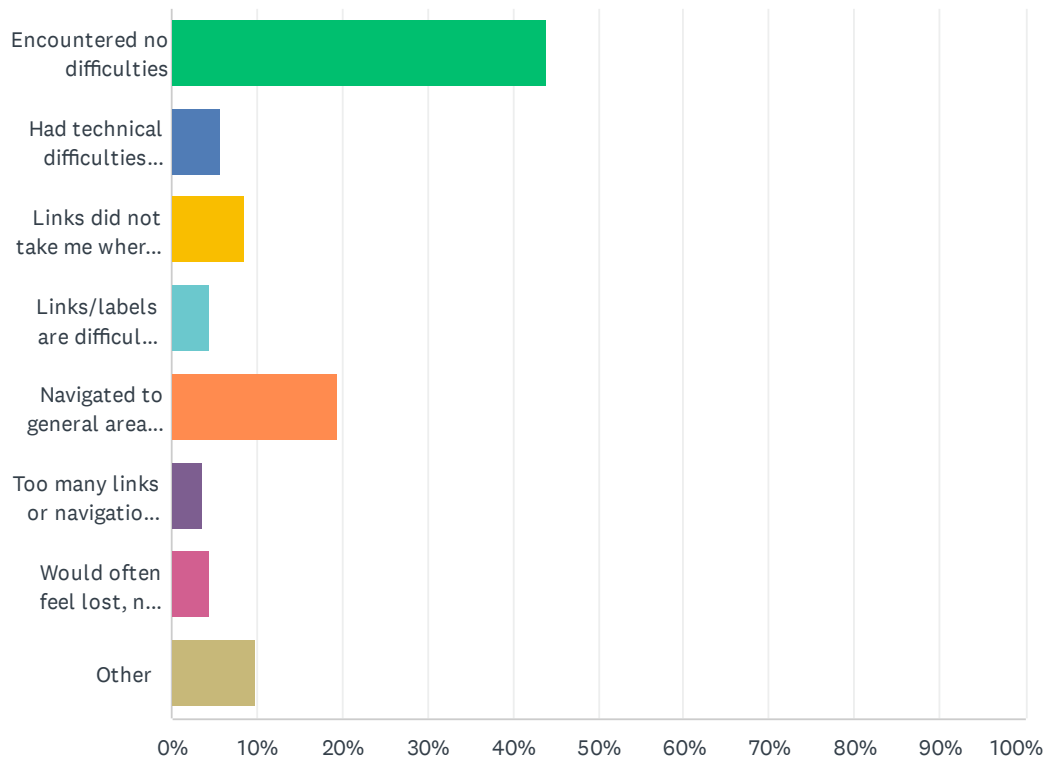


Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	7.41%	414
Customs broker	1.04%	58
Educator	3.99%	223
Federal government employee	2.81%	157
First responder/law enforcement official	1.81%	101
Government contractor	1.04%	58
International visitor	5.77%	322
Job seeker	7.07%	395
Media representative	0.30%	17
Non-profit staff or volunteer	1.07%	60
Seeking citizenship or immigration information	1.27%	71
State, tribal, territorial or local government representative	0.34%	19
Student	2.38%	133
Traveler (domestic or international)	54.20%	3,027
Other	9.49%	530
TOTAL		5,585

Q8 Please describe your experience finding your way around today.

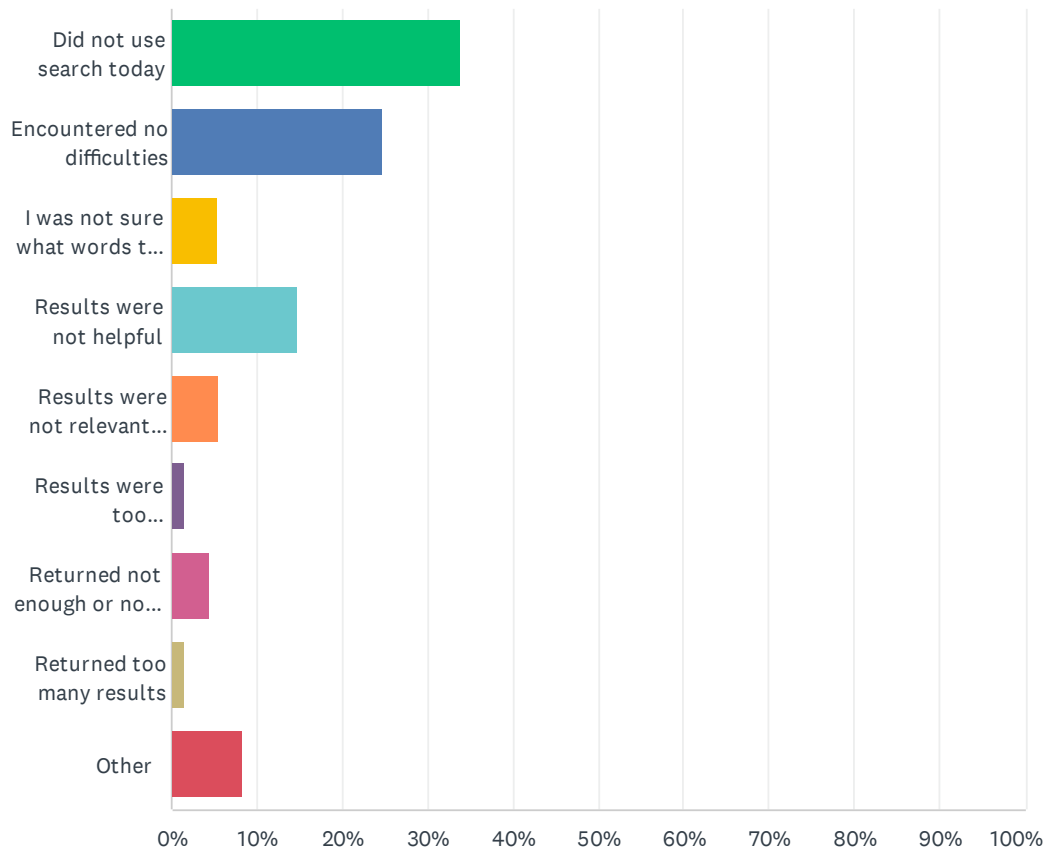
Answered: 5,585 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	43.99%	2,457
Had technical difficulties (e.g. error messages, broken links)	5.68%	317
Links did not take me where I expected	8.49%	474
Links/labels are difficult to understand, they are not intuitive	4.39%	245
Navigated to general area but couldn't find the specific content needed	19.43%	1,085
Too many links or navigational choices	3.71%	207
Would often feel lost, not know where I was	4.46%	249
Other	9.87%	551
TOTAL		5,585

Q9 How was your experience using our site search?

Answered: 5,585 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	33.95%	1,896
Encountered no difficulties	24.80%	1,385
I was not sure what words to use in my search	5.23%	292
Results were not helpful	14.70%	821
Results were not relevant to my search terms or needs	5.62%	314
Results were too similar/redundant	1.45%	81
Returned not enough or no results	4.46%	249
Returned too many results	1.58%	88
Other	8.22%	459
TOTAL		5,585